

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:4392

ANSWERED ON:18.12.2000

. REVIEW OF TELEPHONE SERVICES .

BRIJLAL KHABRI;JASKAUR MEENA;RUDRAGOUDA PATIL

**Will the Minister of COMMUNICATIONS be pleased to state:**

(a) whether the Government have made any review in regard to functioning of telephone services in the country, particularly in Karnataka;

(b) if so, the details thereof;

(c) whether a number of telephone exchanges remain out of order for many days;

(d) if so, the reasons therefor;

(e) the steps proposed to be taken to improve telephone services in the country; and

(f) the amount spent in Uttar Pradesh during the last three years for improving the Telecommunications system?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS(SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) The functioning of Telecom. service, in Bharat Sanchar Nigam Limited (BSNL) is reviewed by independent agency 'India Market Research Bureau' (IMRB), and through some parameters monitored by senior officers of BSNL.

(c) No, Sir.

(d) Not applicable in view of reply at (c) above.

(e) Improvement to Telecom Services is a continuous process. The steps taken in a phased manner to further improve the Telecom services include the following:

(i) More RLUs are inducted in the network to reduce the cable length.

(ii) Rehabilitation of external plant.

(iii) Computerization of fault repair centers.

(iv) Provision of reliable transmission media.

(v) Provision of maintenance free Battery sets and stand by generators in rural exchanges to overcome the long duration power failures.

(f) Amount spent is as follows:-

1997-98 1018.09 Crores  
1998-99 1014.20 Crores  
1999-2000 1171.52 Crores